

Job Title:	Administrative Assistant II (Traffic Eng)
Job Description Number:	1101
Department/Division:	Public Works/Engineering
Exemption Status:	Non-Exempt
Pay Grade:	208
Immediate Supervisor:	Assistant City Engineer -Traffic
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Perform various clerical duties, to include, greet visitors, answer phone, Nextel, and dispatch calls. Maintain the CityWorks Work Management Program for the department, Traffic Management calls, correspondence, schedule and secure location for neighborhood meetings, process invoices, order materials/supplies for department, do payroll and some accounting, filing for department, and keep log for incoming/outgoing permits. At front desk greet all visitors/salespersons, handle accordingly, answer phones from inside and outside organization and pass to appropriate person. Notify supervisors or crew members of items that need immediate attention or write up work order or enter into work management (CityWorks) system for crews. Input data into the CityWorks program. Take calls from citizens requesting Traffic Management for their neighborhoods, send out necessary information, create maps to go along with information, keep record of all requests and status of each, once all information has been received, secure a location for the neighborhood meeting, schedule, create, print out, and attach address labels to notices and mail to all residents in the study area. At end of process mail vote ballots to area, once returned, count and verify ballot tally, send results to appropriate person to have put on TV and City's website. Process all invoice for payment in the AS400 system, make copies and file, obtain quotes for items to be purchased, once that is done do a requisition in AS400 so Purchasing can do a purchase order, keep up with items ordered, order smaller items and do the FPO's. Check payroll sheets and input data into system, obtain required signatures deliver to Payroll. Pick payroll checks up and disperse to employees, responsible for petty cash (balances and requesting reimbursement), filing of all work orders and request, update the Traffic Management files. Obtain quotes on items by calling or emailing vendors, keep track of items purchased and follow up calls when necessary. Make copies and file all correspondence, time sheets.

Essential Functions:

Traffic Management (40%): Take calls, get CityWorks Request, receive emails from residents requesting Traffic Management (calming), check to see if the street or area is already in a study area, if so check the status and pass this information along. If it has been awhile with no response from the area then a new package of information can be sent out to the interested person, or if area has never been through the process, or if the area has been through the process but it has been at least three years. A letter along with information on the process of the Traffic Management Program is sent out along with a map of the study area. Once the "Request for Petition" form is sent back, then prepare a Petition to be mailed to the requesting resident along with a list of address points informing them of how many signatures they must obtain to continue with the process. Once the Petition is returned I verify signatures to be sure the proper number has been obtained with only one signature per address point. If proper signatures are obtained, then schedule a neighborhood meeting checking schedules of Traffic Engineer or Traffic Operations Engineer depending on which one will be heading up the meeting

secure a location for the meeting, type up notices to be mailed to neighborhood study area, notify them of the date, time, and location of the meeting. Attach address labels I have printed and mail out notices. Attend after hour meetings with handouts for the residents of the area. If the areas qualify for Traffic Calming and has been through the process they will come up with a ballot for the residents to vote on which I will copy, attach mailing labels and mail out, once the ballots are returned, come up with the final tally as to how the residents voted and turn over to the Traffic Engineer for approval and notify the area. Get information posted on City's Web page and City's TV Channel.

Answer Phone (25%): Answer phone call from within the organization as well as from outside the organization. Depending on what the call is concerning assist the caller and get the necessary information needed to assist. Contact the Supervisor of crew via Nextel to advise them of a situation that needs immediate attention, transfer the caller to the appropriate person or department, or take a message. If the call is from a resident wanting information on Traffic Calming find out what area they are calling about, check to see if already in system, if so give them that information, if not get their information and mail out a Traffic Calming Package to them along with a map. If the area has been through the process once and three years have passed then the resident can start over. If the call is about a problem in the field, take the information, put into CityWorks, print out work order, and pass to appropriate crew.

Purchasing/Budget (25%): Order all supplies for office staff as well as materials requested and needed by the crews to perform their job. If over a certain dollar amount three quotes must be obtained; once quotes are received put in requisition and forward to purchasing so a purchase order can be issued, if vendor is a sole source a sole source letter is written to go to Finance along with the requisition, under a specific dollar amount obtain prices in order to obtain the best price for office supplies, etc. Once the orders have been placed, product received and invoices are received then match the invoice with the packing slip, Purchase Order or Field Purchase Order and process for payment through the AS400 system. Make necessary follow up calls on items that are delayed in being received. Work with budget and may recommend budget allocation.

Greet Visitors/Sales Representatives (5%): When a visitor or sales representative comes in notify the person they have an appointment with or assist them when possible. Interaction with all sales representatives unless they have an appointment. Intercept cold calls by finding out what products they are representing to see if they have anything the department would be interested in, if so ask for a card and a cut sheet and pass along to appropriate person or give them other department names that may be interested in the items.

Payroll (5%): Check time sheets for accuracy and signatures, enter into the AS400 system, copy and file for our records, along with request for leave forms and overtime work orders. Email time sheets with CLD to Human Resources for adjustments, deliver time sheets to Payroll. Takes place every other Thursday; on other Thursdays go to City Hall to pick up checks and distribute to employees.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

Physical Demands: Continuously requires sitting, handling, vision, hearing, twisting, and talking. Frequently requires standing, fine dexterity, walking, lifting, reaching, and pushing/pulling. Occasionally requires carrying and kneeling. Rarely requires climbing, balancing, bending, and crouching.

Machines, Tools, Equipment, and Work Aids: Computer, telephone, Nextel, calculator, paper cutter, stapler, and hole puncher.

Computer Equipment and Software: Microsoft Word, Microsoft Excel 2003, Microsoft Office Outlook 2003, and CityWorks.

Working Conditions

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Factors: None.

Health and Safety: None.

Primary Work Location: Office Environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires frequent change of tasks, performing multiple tasks simultaneously, and working closely with others as part of a team. Occasionally requires time pressures, emergency situations, tedious or exacting work, and noisy/distracting environment. Rarely requires irregular schedule/overtime.

Job Requirements

Formal Education: Two year Associate's degree or equivalent in business management is required.

Experience: Over two years of experience in secretarial/clerical area is required.

Driver's License Required: Class D South Carolina license.

Certifications and Other Requirements: None.

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Work may require providing basic information to others outside direct reporting relationships on procedures or general policies. Contact may require the consideration of different points of view to reach understanding and gain cooperation and acceptance of ideas. Work has a high impact on the organization. External contacts include vendors, general public, Duke Power, BellSouth, SCDOT, etc. Internal contacts include Finance, Human Resources, Police, Public Works, etc.

Management and Supervision: Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Technical Skill: Basic skill: Work requires the use of standard technical skills appropriate to the work environment of the organization. Comprehensive application: Consequences of work affect large groups as well as the customer-base at large.

Freedom to Act and Impact of Action

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. Moderate impact of action: Moderate benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.